



Revision number: 1

Purchasing Agent: BRENDA VELDEVERE (801) 538-3142 or [bveldevere@utah.gov](mailto:bveldevere@utah.gov)

**ITEM:** **TOSHIBA DIGITAL COPIER MAINTENANCE AND CONSUMABLE SUPPLIES FOR DIGITAL COPIERS PURCHASED FROM STATE CONTRACT AR1649**

**VENDOR:** 94002A TOSHIBA AMERICA BUSINESS SOLUTIONS  
ELECTRONIC BUSINESS DIVISION  
2 MUSICK  
IRVINE CA 92618

**INTERNET ADDRESS:** [www.toshiba.copiers.com](http://www.toshiba.copiers.com)

**TELEPHONE:** (949) 462.6082

**FAX NUMBER:** (949) 837.1579

**CONTACT:** LINDA FOLKS

**EMAIL:** [Linda.folks@tabs.toshiba.com](mailto:Linda.folks@tabs.toshiba.com)

**FOR SERVICE & SUPPLIES, PLEASE CONTACT UTAH DEALERS DIRECT.**

**BRAND/TRADE NAME:** TOSHIBA  
**PRICE:** SEE ATTACHED PRICE LIST  
**TERMS:** NET 30  
**EFFECTIVE DATES:** 04/21/2003 THROUGH 04/20/2005  
**MINIMUM ORDER:** ONE ITEM  
**ORIGINATING SOLICITATION:** BV3905 OPENED 03/04/2003 AT 2:00 P.M.

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**REVISION #1:** **Contract has been updated. Also note Toshiba dealer Danko's information has been updated.**

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# **TOSHIBA** eStudio 160 **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T1600</b>	<b>\$55.00</b>
<b>*Yield 10,000 copier (2 cartridges)</b>		<b>\$.0055</b>
<b>*Process Unit (1 piece) Yield 270,000</b>	<b>PU1610S</b>	<b>\$160.00</b>
<b>Staples (1 bx = 5,000 st x 3)</b>	<b>STAPLE700</b>	<b>\$64.00</b>
<b>*Yield 15,000</b>		
<b>Maintenance w/Supplies CPC</b>		<b>\$.0110</b>
<b>Maintenance Only CPC</b>		<b>\$.0088</b>

# **TOSHIBA** eStudio 200 **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T1600</b>	<b>\$61.00</b>
<b>*Yield 15,000 copier (2 cartridges)</b>		<b>\$.0041</b>
<b>*Process Unit (1 piece) Yield 270,000</b>	<b>PU1610S</b>	<b>\$160.00</b>
<b>Staples (1 bx = 3,000 st x 3)</b>	<b>STAPLE1600</b>	<b>\$44.00</b>
<b>*Yield 9,000</b>		
<b>Maintenance w/Supplies CPC</b>		<b>\$.0110</b>
<b>Maintenance Only CPC</b>		<b>\$.0088</b>

# **TOSHIBA** eStudio 200L **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T2530</b>	<b>\$243</b>
<b>*Yield 88,000 copier (4 cartridges)</b>		<b>\$.0028</b>
<b>Staples (1 bx = 3,000 st x 3)</b>	<b>STAPLE1600</b>	<b>\$44.00</b>
<b>*Yield 9,000</b>		
<b>Maintenance w/Supplies CPC</b>		<b>\$.0108</b>
<b>Maintenance Only CPC</b>		<b>\$.0086</b>

\* If maximum monthly volume and recommended page fill density are exceeded, Toshiba, reserves the right to charge additional toner fees during the warranty period and thereafter.

# **TOSHIBA** eStudio 230 **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T2530</b>	<b>\$243</b>
<b>*Yield 88,000 copier (4 cartridges)</b>		<b>\$0.0028</b>
<b>Staples (1 bx = 3,000 st x 3)</b>	<b>STAPLE1600</b>	<b>\$44.00</b>
<b>*Yield 9,000</b>		
<b>Maintenance w/Supplies CPC</b>		<b>\$0.0103</b>
<b>Maintenance Only CPC</b>		<b>\$0.0079</b>

# **TOSHIBA** eStudio 250 **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T1600</b>	<b>\$61.00</b>
<b>*Yield 15,000 copies (2 cartridges)</b>		<b>\$0.0041</b>
<b>*Process Unit (1 piece) Yield 330,000</b>	<b>PU1610S</b>	<b>\$160.0</b>
<b>Staples (1 bx = 3,000 st x 3)</b>	<b>STAPLE1600</b>	<b>\$44.00</b>
<b>*Yield 9,000</b>		
<b>Maintenance w/Supplies CPC</b>		<b>\$0.0110</b>
<b>Maintenance Only CPC</b>		<b>\$0.0088</b>

# **TOSHIBA** eStudio 280 **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T2530</b>	<b>\$243</b>
<b>*Yield 88,000 copier (4 cartridges)</b>		<b>\$0.0028</b>
<b>Staples (1 bx = 3,000 st x 3)</b>	<b>STAPLE1600</b>	<b>\$44.00</b>
<b>*Yield 9,000</b>		
<b>Maintenance w/Supplies CPC</b>		<b>\$0.0098</b>
<b>Maintenance Only CPC</b>		<b>\$0.0074</b>

\* If maximum monthly volume and recommended page fill density are exceeded, Toshiba, reserves the right to charge additional toner fees during the warranty period and thereafter.

# **TOSHIBA** eStudio 350 **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T3520</b>	<b>\$145.00</b>
<b>*Yield 84,000 copies (4 cartridges)</b>		<b>\$.0017</b>
<b>*Waste Toner Cartridge (4 per carton) Yield 84,000</b>	<b>TB3520</b>	<b>\$13.00</b>
<b>Staples (1 bx = 2,000 st x 3) *Yield 6,000</b>	<b>STAPLE600</b>	<b>\$28.00</b>
<b>Staples (1 bx = 3,000 st x 3) *Yield 9,000</b>	<b>STAPLE1600</b>	<b>\$44.00</b>
<b>Staples (1 bx = 5,000 st x 3) *Yield 15,000</b>	<b>STAPLE2000</b>	<b>\$67.00</b>
<b>Maintenance w/Supplies CPC</b>		<b>\$.0089</b>
<b>Maintenance Only CPC</b>		<b>\$.0075</b>

# **TOSHIBA** eStudio 450 **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T3520</b>	<b>\$145.00</b>
<b>*Yield 84,000 copies (4 cartridges)</b>		<b>\$.0017</b>
<b>*Waste Toner Cartridge (4 per carton) Yield 84,000</b>	<b>TB3520</b>	<b>\$13.00</b>
<b>Staples (1 bx = 2,000 st x 3) *Yield 6,000</b>	<b>STAPLE600</b>	<b>\$28.00</b>
<b>Staples (1 bx = 3,000 st x 3) *Yield 9,000</b>	<b>STAPLE1600</b>	<b>\$44.00</b>
<b>Staples (1 bx = 5,000 st x 3) *Yield 15,000</b>	<b>STAPLE2000</b>	<b>\$67.00</b>
<b>Maintenance w/Supplies CPC</b>		<b>\$.0079</b>
<b>Maintenance Only CPC</b>		<b>\$.0065</b>

\* If maximum monthly volume and recommended page fill density are exceeded, Toshiba, reserves the right to charge additional toner fees during the warranty period and thereafter.

# **TOSHIBA** eStudio 550 **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T6510</b>	<b>\$395.00</b>
<b>*Yield 240,400 copier (4 cartridges)</b>		<b>\$.0016</b>
<b>*Waste Toner Cartridge (4 per carton) Yield 3,200,000</b>	<b>TB6510</b>	<b>\$63.00</b>
<b>Staples (1 bx = 3,000 st x 3) *Yield 9,000</b>	<b>STAPLE600</b>	<b>\$28.00</b>
<b>Staples (1 bx = 5,000 st x 3) *Yield 15,000</b>	<b>STAPLE700</b>	<b>\$64.00</b>
<b>Maintenance w/Supplies CPC</b>		<b>\$.0069</b>
<b>Maintenance Only CPC</b>		<b>\$.0055</b>

# **TOSHIBA** eStudio 650 **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T6510</b>	<b>\$395.00</b>
<b>*Yield 240,400 copier (2 cartridges)</b>		<b>\$.0016</b>
<b>*Waste Toner Cartridge (4 per carton) Yield 3,680,000</b>	<b>TB6510</b>	<b>\$63.00</b>
<b>Staples (1 bx = 3,000 st x 3) *Yield 9,000</b>	<b>STAPLE600</b>	<b>\$28.00</b>
<b>Staples (1 bx = 5,000 st x 3) *Yield 15,000</b>	<b>STAPLE700</b>	<b>\$64.00</b>
<b>Maintenance w/Supplies CPC</b>		<b>\$.0065</b>
<b>Maintenance Only CPC</b>		<b>\$.0055</b>

\* If maximum monthly volume and recommended page fill density are exceeded, Toshiba, reserves the right to charge additional toner fees during the warranty period and thereafter.

# **TOSHIBA** eStudio 810 **ENERGY STAR®**

State of Utah Contract Number PD1650

## **Maintenance and Supplies**

<b>Black Toner</b>	<b>T6570</b>	<b>\$395.00</b>
<b>*Yield 240,400 copier (2 cartridges)</b>		<b>\$.0016</b>
<b>*Waste Toner Cartridge (4 per carton) Yield 4,000,000</b>	<b>TB6510</b>	<b>\$63.00</b>
<b>Staples (1 bx = 3,000 st x 3) *Yield 9,000</b>	<b>STAPLE600</b>	<b>\$28.00</b>
<b>Staples (1 bx = 5,000 st x 3) *Yield 15,000</b>	<b>STAPLE700</b>	<b>\$64.00</b>
<b>Maintenance w/Supplies CPC</b>		<b>\$.0059</b>
<b>Maintenance Only CPC</b>		<b>\$.0050</b>

\* If maximum monthly volume and recommended page fill density are exceeded, Toshiba, reserves the right to charge additional toner fees during the warranty period and thereafter.

# DISCONTINUED MODELS

## **TOSHIBA** eStudio 16s ENERGY STAR®

State of Utah Contract Number PD1650

### Maintenance and Supplies

Black Toner	T1600	\$55.00
*Yield 10,000 copier (2 cartridges)		\$.0055
*Process Unit (1 piece) Yield 270,000	PU1600	\$160.00
Maintenance w/Supplies CPC		\$.0110
Maintenance Only CPC		\$.0080

## **TOSHIBA** eStudio 20s ENERGY STAR®

State of Utah Contract Number PD1650

### Maintenance and Supplies

Black Toner	T1600	\$61.00
*Yield 15,000 copier (2 cartridges)		\$.0041
*Process Unit (1 piece) Yield 270,000	PU1600	\$160.00
Staples (1 bx = 3,000 st x 3)	STAPLE1600	\$44.00
*Yield 9,000		
Maintenance w/Supplies CPC		\$.0110
Maintenance Only CPC		\$.0080

## **TOSHIBA** eStudio 25s ENERGY STAR®

State of Utah Contract Number PD1650

### Maintenance and Supplies

Black Toner	T1600	\$61.00
*Yield 15,000 copies (2 cartridges)		\$.0041
*Process Unit (1 piece) Yield 330,000	PU1600	\$160.0
Staples (1 bx = 3,000 st x 3)	STAPLE1600	\$44.00
*Yield 9,000		
Maintenance w/Supplies CPC		\$.0110
Maintenance Only CPC		\$.0080

\* If maximum monthly volume and recommended page fill density are exceeded, Toshiba, reserves the right to charge additional toner fees during the warranty period and thereafter.

# DISCONTINUED MODELS

## **TOSHIBA** eStudio 28/35 **ENERGY STAR®**

State of Utah Contract Number PD1650

### Maintenance and Supplies Discontinued Models

Black Toner	T3500	\$131.00
*Yield 54,000 copies (4 cartridges/carton)		\$0.0024
*Waste Toner Cartridge (4 per carton) Yield 54,000	TB3500	\$20.00
Staples (1 bx = 2,000 st x 3) *Yield 6,000	STAPLE600	\$28.00
Staples (1 bx = 5,000 st x 3) *Yield 15,000	STAPLE700	\$64.00
Staples (1 bx = 3,000 st x 3) *Yield 9,000	STAPLE1600	\$44.00
Maintenance w/Supplies CPC	eStudio 28	\$0.0099
Maintenance Only CPC	eStudio 28	\$0.0080
Maintenance w/Supplies CPC	eStudio 35	\$0.0089
Maintenance Only CPC	eStudio 35	\$0.0075

## **TOSHIBA** eStudio 45 **ENERGY STAR®**

State of Utah Contract Number PD1650

### Maintenance and Supplies Discontinued Models

Black Toner	T3500	\$131.00
*Yield 54,000 copies (4 cartridges/carton)		\$0.0024
*Waste Toner Cartridge (4 per carton) Yield 54,000	TB3500	\$20.00
Staples (1 bx = 2,000 st x 3) *Yield 6,000	STAPLE600	\$28.00
Staples (1 bx = 5,000 st x 3) *Yield 15,000	STAPLE700	\$64.00
Maintenance w/Supplies CPC	eStudio 45	\$0.0079
Maintenance Only CPC	eStudio 45	\$0.0070

\* If maximum monthly volume and recommended page fill density are exceeded, Toshiba, reserves the right to charge additional toner fees during the warranty period and thereafter.





TOSHIBA AUTHORIZED DEALERS FOR STATE OF UTAH CONTRACT PD1650	
TFE 530 WEST 1500 SOUTH PO BOX 247 BOUNTIFUL UT 84011  PHONE: (801) 951.5025 FAX: (801) 292.1851  SCOTT PRATT ZEN FEATHERSTONE  <a href="mailto:scott.pratt@tfetech.com">scott.pratt@tfetech.com</a>  <a href="mailto:zen.featherstone@tfetech.com">zen.featherstone@tfetech.com</a>	DANKA 1325 WEST 2200 SOUTH, SUITE E SALT LAKE CITY UT 84119  PHONE: (801) 973.0596 TOLL FREE: (800) 475.5211 FAX: (801) 973.0584  SHAUN BARRIOS  <a href="mailto:Shaun_Barrios@Danka.com">Shaun_Barrios@Danka.com</a>

**OEM MAINTENANCE AND OEM CONSUMABLE SUPPLIES MINIMUM SPECIFICATIONS:****MAINTENANCE AND SUPPLIES:**

All maintenance will be performed by factory certified trained personnel. Equipment will be maintained to manufacturer's specifications.

Maintenance includes labor, toner, developer, OEM parts, photo-receptor (drum) or master units and all consumables except for staples and paper.

Contractor will do periodic or preventive maintenance as specified by the manufacture's guidelines. Contractor will perform an un-scheduled basic service and cleaning on all copiers if a copier has not received a service call within the last six months.

All copier supplies provided will be OEM supplies.

**SERVICE RESPONSE TIME:**

For Utah, Salt Lake, Davis, Weber, Cache, Summit and Wasatch counties

The contractor will adhere to a four (4) hour maximum response time on inoperable copiers and a six (6) hour maximum response time on operable service calls. (Copy quality problems may render a copier inoperable based on the customer's needs.)

Service response time on all other out lying regions and counties

Service is to respond within no more then eight (8) hours an all service calls.

Copier loaner

In the event that any copier requires more then two (2) days down time, the contractor will provide a loaner immediately upon request from the requesting agency.

The servicing vendor or technician will call the customer with in one-half hour upon receipt of the service call giving the customer an estimated arrival time for service.



**COPIER PERFORMANCE:**

Before contract renewal, contractor will submit to the State Purchasing office, a spread sheet report containing all state copier service histories listing the quantity of calls, response times, copies between calls, and monthly volume for each copier purchased from contracts resulting from this ITB.

**CUSTOMERS REQUEST FOR SERVICE HISTORIES:**

When requested, a complete and comprehensive service history printout will be provided by the contractor at no charge to the requesting state entity within five working days. This service history report will include: an outline of all service calls, response times, failures, copies between service calls and monthly copy volume.

**COPIER REPLACEMENT AND PROBLEM SOLVING:**

Copiers that show a trend of requiring an excessive number of service calls shall be reported by the using agency to the contractor and the Utah State Purchasing Office for review and possible replacement. Upon request, contractors are to provide service log reports to the Utah State Purchasing Office and/or end users. Such logs are to describe service and repairs for specific end user's machine(s) and are to be provided within five working days.

If the contractor feels that excessive services calls are the result of the use of competitively bid copier supplies (including paper), the contractor must submit detailed records to Utah State Purchasing Office substantiating that position.

If the contractor feels that excessive service calls are the result of operator or agency problems, their positions must be documented and supplied to the agency involved and Utah State Purchasing Office. The contractor is to provide additional training at no cost to the customer as deemed necessary to help alleviate future problems.

If the contractor feels that excessive service calls are the result of overuse beyond the recommended or allowable monthly volume for the equipment, the contractor must submit detailed records to the agency involved and the Utah State Purchasing Office substantiating that position.

In all cases of replacement, copiers will be like-for-like equipment, except when the contractor has substituted new models within this contract.

All defects, and indirect and consequential costs, of correcting, removing and/or replacing all of defective equipment or accessories, will be charged to the contractor.

**AVAILABLE SERVICE AND PARTS GUARANTEE**

Five year service

Contractor is to guaranty available factory trained OEM service for five years from the date of purchase.

Seven year parts and supplies

Contractor is to guaranty available OEM parts and supplies for seven years from the date of purchase.

FINET COMMODITY CODE(S):

93927000000 - COPY MACHINE MAINTENANCE & REPAIR

THIS CONTRACT COVERS ONLY THOSE ITEMS LISTED IN THE PRICE SCHEDULE. IT IS THE RESPONSIBILITY OF THE AGENCY TO ENSURE THAT OTHER ITEMS PURCHASED ARE INVOICED SEPARATELY. STATE AGENCIES WILL PLACE ORDERS DIRECTLY WITH THE VENDOR (CREATING A PG IN FINET) AND MAKE PAYMENTS FOR THE SAME ON A PV REFERENCING THE ORIGINAL PG. AGENCIES WILL RETURN TO THE VENDOR ANY INVOICE WHICH REFLECTS INCORRECT PRICING.